

ENFORCEMENT REPORT

BEAR is pleased to announce it has launched its Web site at www.bear.ca.gov. The site provides helpful information to both consumers and industry members, and it will assist the Bureau with enforcement and other key activities.

There is contact information, license lookup information, tip sheets for consumers when service is needed and answers to questions on service contracts. Applications for service dealers and service contract sellers and administrators can now be downloaded from the Web site.

Consumers who wish to file a complaint against a business can use a new online complaint form to start the process. Or consumers can download a complaint form, fill it out and mail it to the Bureau. The laws and regulations governing BEAR are now online. Links of interest for consumers and service dealers, as well as a list of organizations and associations, are also listed online.

The Web site is an important communications tool with the Bureau's e-mail address featured: beartalk@dca.ca.gov. Consumers and members of the industry e-mail the Bureau daily looking for answers to questions. The Internet's worldwide reach has brought BEAR e-mails from California to Spain.

As it does with the Internet and World Wide Web, technology continues to change with new electronic and appliance products being introduced each year. Enforcement activities are re-evaluated each year due to these changes. BEAR continues to face new challenges in identifying and bringing into compliance businesses that conduct repair and service-contract activities over the Internet.

BEAR has always had a strong enforcement program. Unlicensed activity, delinquent service dealers, advertising violations, and undercover operations continue to be the primary focus of enforcement.

Another focus for the Bureau is keeping pace with a constantly evolving industry. The Chief's Advisory Council currently consists of a cross-section of industry professionals who help BEAR keep abreast of emerging trends in the marketplace. Council members use their expertise in specific areas to recommend ways the Bureau can best address these issues.

This advisory provides a statistical profile of BEAR's accomplishments over the past fiscal year. BEAR will publish this report annually and distribute to all registrants.

Pamela S. Rivette, Chief

BEAR

Accomplishments

Accomplishments for Fiscal Year ending in June 2001 are as follows:

Investigations

| | |
|------------------------------|-----|
| Total Opened: | 71 |
| Referred to Attorney General | 1 |
| Criminal Cases Filed | 1 |
| Citations Issued | 42 |
| Infractions Issued | |
| Unlicensed | 4 |
| Delinquent | 4 |
| Telephones Disconnected | 4 |
| Notice of Violations Issued | 293 |

The BEAR Field Staff was short two Field Representatives with the retirement of Ed Edney in July of 2000.

Field Representative Gary Jewell returned to the Bureau from the Bureau of Automotive Repair in January of 2001. Gary brings many years of experience that he gained when he was with the Bureau of Electronic and Appliance Repair.

Ed's position was filled by Lynn Fullmer in March of 2001. Prior to coming to the Bureau, Lynn had his own appliance sales and service business.

Even though the number of investigations dropped from the previous year due to short staff, the outcomes were very productive. BEAR wrote just three fewer citations as it did the previous year. Infractions increased from seven to eight. There were 293 notices of violation issued.

The Mediation Division referred 150 consumer complaints to enforcement for field investigation. Of the 150 complaints received from the Mediation Division, 135 were closed.

BEAR continues to work hard to reduce the advertising violations found in telephone book directories. In fiscal year 2000/2001 BEAR issued 75 notices of violation to service dealers throughout California.

After a service dealer is issued a Notice of Violation and if he/she does not make the necessary corrections in future telephone book advertisements, a citation is issued to the service dealer.

In most cases, service dealers have brought their advertisements into compliance. However, seven citations have been issued to service dealers that did not make the necessary changes to their advertisements to bring them in compliance with California State Law.

BEAR continues to monitor advertising in the industry. Educating service dealers on laws pertaining to their advertising is essential to reducing false and misleading advertising by electronic and appliance service dealers.

*Please contact BEAR Enforcement at
(916) 574-2032 to confirm this
information or report any inaccuracies.*

CITATIONS ISSUED

July 1, 2000 – June 30, 2001

| BUSINESS NAME/OWNER/CITY | VIOLATION(S) | DISCIPLINARY ACTION |
|---|--|---------------------|
| Nu World Downtown William Brumley, Riverside | Operating without a valid registration | Fined \$250 |
| Danny's Installation Service Eusta Quio, Rialto | Operating with an expired registration | Fined \$250 |
| Casa Electronics Ramon Esqueda, South Gate | Operating with an expired registration | Fined \$250 |
| California Auto Sports Antonio Rubio, South Gate | Operating without a valid registration | Fined \$250 |
| Rice Electronics David Rice, Inglewood | Operating without a valid registration | Fined \$250 |
| Valley Car Stereo Young Song, Buena Park | Operating without a valid registration | Fined \$250 |
| Computer Concepts Lonnie Le, Woodland | Operating with an expired registration | Fined \$250 |
| Computerland Elias Boudames, Stockton | Operating with an expired registration | Fined \$250 |
| Quality Appliances Mary Lynn Shields, Vacaville | Operating with an expired registration | Fined \$250 |
| Empire Home Appliance Center Ralph Fernandez, Riverside | Advertising violation | Fined \$250 |
| Camera Outlet George Frousiakis, Laguna Hills | Operating without a valid registration | Fined \$250 |
| F & F Appliance Doctors Leon Frisman, San Diego | Advertising violation | Fined \$250 |
| A P Electronics Ly Nguyen, Irvine | Operating with an expired registration | Fined \$250 |
| Cal West Appliance Exchange Charles Schunerbach, San Diego | Operating with an expired registration | Fined \$250 |
| AR Industries, Inc. Ava Hosily, Santa Ana | Operating with an expired registration | Fined \$250 |
| Bay Area Refrigeration Samual Loubriel, Carson | Operating with an expired registration | Fined \$250 |
| California TV Sales & Service Juan G. Lopez, Los Angeles | Operating with an expired registration | Fined \$250 |

| BUSINESS NAME/OWNER/CITY | VIOLATION(S) | DISCIPLINARY ACTION |
|--|--|---------------------|
| Mac Serv Arnold Ramirez, Irvine | Operating without a valid registration | Fined \$250 |
| Mobile Security Concepts Hector Valenzuela, Montebello | Operating without a valid registration | Fined \$250 |
| Safe & Sound Design Jeremy Wolfe, Canoga Park | Operating without a valid registration | Fined \$250 |
| Sid Brooks TV & Radio Repair Sidney Brooks, Los Angeles | Operating with an expired registration | Fined \$250 |
| Televisiones Los Paisanos Julio Tovare, Bell | Operating without a valid registration | Fined \$250 |
| Epicenter Mobile Electronics Nelson Garcia, Huntington Beach | Operating without a valid registration | Fined \$250 |
| Montes TV Repair Rosi Montes De Oca, Los Angeles | Operating without a valid registration | Fined \$250 |
| Linkevitch Thermador Appliance Service Mark Linkevitch, La Mirada | Advertising violation | Fined \$250 |
| Satellite 2000 Albert Castellucci, Victorville | Advertising violation | Fined \$250 |
| Lightning Speed Computers Feodor Taylor, Upland | Operating without a valid registration | Fined \$250 |
| Sonic City Juan Carlos Leon, Bell Gardens | Operating without a valid registration | Fined \$250 |
| City Electronics James Lee, Los Angeles | Operating without a valid registration | Fined \$250 |
| GCE Electronics Bernard Zajf, Los Angeles | Operating with an expired registration | Fined \$250 |
| J.R. Superior TV & VCR Repair Johnnye Hudson, Altadena | Operating with an expired registration | Fined \$250 |
| Accurate Systems Tech, Inc. Placentia | Operating without a valid registration | Fined \$250 |
| Atlantic TV VCR Service Cuong Duong, San Gabriel | Operating without a valid registration | Fined \$250 |
| Bill Rodgers Appliance Service William Rodgers, Pomona | Operating with an expired registration | Fined \$250 |
| Hi Tech TV Tan Le, La Puente | Advertising violation | Fined \$250 |

| BUSINESS NAME/OWNER/CITY | VIOLATION(S) | DISCIPLINARY ACTION |
|--|--|---------------------|
| Computer Zone Shamsah Laiwalla, Buena Park | Operating without a valid registration | Fined \$250 |
| A.C.E. Appliance Service Mark Tortomasi, Murrieta | Advertising violation | Fined \$500 |
| Free Estimates Michael Khair, Temple City | Advertising violation | Fined \$250 |
| Eminence Auto Stereo Ramiro Perez, Los Angeles | Operating without a valid registration | Fined \$250 |
| L.A.T.V. Service Cesar Ramirez, Los Angeles | Operating without a valid registration | Fined \$250 |
| Showcase Stereo & Alarm Leo Maguire, Santa Barbara | Operating with an expired registration | Fined \$250 |
| A & B Appliance Parts & Repair Kenneth Kim, Los Angeles | Operating with an expired registration | Fined \$250 |

CRIMINAL CONVICTIONS

July 1, 1999 – June 30, 2001

| BUSINESS NAME/OWNER/CITY | CHARGE(S) | DISCIPLINARY ACTION |
|--|---|---|
| Costel Electronics Costel Fuiorea, Fresno | Unregistered, invoicing, and failed to return parts or provide estimate | (1) Count conviction 3 years probation |
| Discount Action Appliance Igor Snarsky, San Diego | Fraud, theft, failed to provide proper estimate | 3 years probation, 15 days community service, pay restitution |
| Michael Tregub | Fraud, theft, failed to provide proper estimate | 15 days community service, pay restitution, \$1,145 cost recovery to BEAR |
| Sergey Mkrtychyan (Technician) | Theft and fraud | 10 days community service, pay restitution |
| Charly's One Stop Charly Basis, Cathedral City | Failed to provide a proper estimate | (1) Count conviction 2 years probation, \$400 in fines and restitution, registration suspended for 30 days |

ADMINISTRATIVE ACTIONS

July 1, 1999 – June 30, 2001

| BUSINESS NAME/OWNER/CITY | VIOLATIONS | DISCIPLINARY ACTION |
|---|--|--|
| Office Medic Donald Morris, Moreno Valley | Criminal conviction | Application denied Decision effective 11/25/00 |
| AAA Appliance Service Igor Zaks, Los Angeles Gary Zaks, Los Angeles | Criminal conviction, fraud/dishonest dealings, false advertising or statements, false promises, incompetence or negligence, written estimates, invoice violations, return of parts | Registration revoked Voluntary surrender Decision effective 5/7/01 |
| Comco Majid Sabeti Kolahy, Anaheim | Revoked in 1999 | Reinstatement denied Decision effective 1/25/01 |
| Discount Action Appliance Igor Snarsky, San Diego Michael Tregub, San Diego | Criminal conviction, invoicing, fraud/dishonest dealings, written estimate | Registration revoked Decision effective 6/20/01 |
| Empire Computers Frank S. Coricelli, San Bernardino | Criminal conviction | Application denied Decision effective 6/20/01 |
| As's Video Service Jay Chan Chong, Walnut | Revoked in 1996 | Reinstatement denied Decision effective 3/26/01 |

BEAR Field Representatives play a crucial role in BEAR's accomplishments. Their day-to-day work brings them into contact with consumers, service dealers, service contractors, manufacturers and other industry-related businesses. The following is a list of BEAR Field Representatives, their territories and telephone numbers.

If you have any questions or enforcement "tips", please feel free to contact the Field Representative in your area, or the BEAR Enforcement Unit at (916) 574-2032.

To check the status of a registrant, visit the BEAR Web site at www.bear.ca.gov.

E-mail the BEAR at beartalk@dca.ca.gov

| | |
|-----------------|--|
| Lynn Fullmer | Northern California.....(559) 658-5687 |
| Jim Hopkins | Northern California.....(530) 622-4821 |
| Harold Chadwick | Southern California.....(760) 245-6260 |
| Wellman Chin | Southern California.....(626) 457-9036 |
| Mike Dwyer | Southern California.....(909) 371-3779 |
| Gary Jewell | Southern California.....(626) 339-0567 |



Bureau of Electronic & Appliance Repair

**BUREAU OF ELECTRONIC
AND APPLIANCE REPAIR**

3485 Orange Grove Ave.
North Highlands, CA 95660



Bureau of Electronic & Appliance Repair

www.bear.ca.gov

California Department of Consumer Affairs

www.dca.ca.gov 1-800-952-5210

*"To promote and protect the interests
of California consumers"*